
Number: CSB-150508-1

Released: 8th May 2015

Subject: Some 90Ds do not finish booting (FortiOS 5.2)

Product: FortiGate 90D Series

Description:

System startup may not complete on some FortiGate units within the 90D series.

During bootup for certain units in the above-referenced FortiGate 90D series, the output of the serial console may show that the FortiGate is stuck at either of the following points:

- 1) Initializing firewall...
- 2) System is starting...

Affected Products:

FG-90D, FG-90D-POE, FW-90D, and FW-90D-POE running FortiOS 5.2.0, 5.2.1 or 5.2.2

Resolution:

Upgrade firmware to 5.2.3

Upgrading FortiGate units within the 90 series to FortiOS 5.2.3 should avoid the possible occurrence of this issue. For any problems still encountered after upgrading, please contact Fortinet technical support.

Technical Support Contact Information:

http://www.fortinet.com/support/contact_support.html

Fortinet technical support home page: <https://support.fortinet.com>

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